



# HOME<sup>TELECOM</sup> BUSINESS

## Yealink SIP Phones Configuring Guide

**Yealink**

*Business.HomeSC.com*

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## CE Mark Warning

This device is marked with the CE mark in compliance with EC Directives 2006/95/EC and 2004/108/EC.

## Part 15 FCC Rules

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

## Class B Digital Device or Peripheral

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

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To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.

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The original GPL license, source code of components licensed under GPL and used in Yealink products can be downloaded online: [http://www.yealink.com/onepage\\_83.html](http://www.yealink.com/onepage_83.html).

## About This Guide

Thank you for choosing the Yealink SIP IP phones. The purpose of this guide introduces how to configure Yealink SIP IP phones via CommPortal phone configurator.

The configuration process outlined in this guide applies to the following phone models:

Phone Model	Firmware
T19P-E2	53.80.202.1 or later
T40P	54.80.202.1 or later
T27G, T29G, T40G, T41S, T42S, T46S, T48S	X.82.0.1 or later
T54S/T52S	70.82.0.10 or later
W60B	77.81.0.16 or later
CP920	78.81.0.15 or later
T58A/T58V/T56A	58.83.0.15 or later
CP960	73.83.0.25 or later
T57W/T54W/T53W/T53	X.84.0.65 or later
W80B	103.83.0.55 or later

### Note

The configuration process described in this guide takes the Yealink SIP-T42S IP phone as an example.

## In This Guide

Topics provided in this guide include:

- Chapter 1 Configuration Methods
- Chapter 2 Customizing Your Phone
- Chapter 3 Downloading Configuration Files to Phones
- Chapter 4 Basic Call Features
- Chapter 5 Advanced Phone Features

# Table of Contents

● Basic User

● Standard User

● Premium User

## About This Guide ..... v

In This Guide ..... v

## Table of Contents .....vi

## Configuration Methods..... 1

●●● Phone User Interface .....	1
●● CommPortal Phone Configurator .....	1

## Customizing Your Phone..... 2

●●● Directory .....	2
Configuring the Display Priority of the Directory .....	2
Viewing the Directory on the Phone .....	3
●●● Key Features.....	3
●● Zero Touch .....	6

## Basic Call Features..... 7

●● Do Not Disturb .....	7
Activating DND for a Specific Account .....	8
Activating DND for All Accounts.....	8
●●● Transferring Calls .....	8
Performing a Blind Transfer.....	8
Performing a Semi-Attended/Attended Transfer .....	8
●● Local Conference Call .....	9
Setting Up a Local Conference Call .....	9
Joining Two Calls in a Conference .....	9
●●● Call Park and Call Retrieve .....	10
Parking a Call.....	10
Retrieving a Call.....	10
●●● Directed Pickup.....	10
Picking up a Call .....	11
●●● Group Pickup .....	11
Picking up a Call for a Group.....	11

**Advanced Phone Features..... 12**

●●	Enhanced Monitor Extension .....	12
	Configuring an Enhanced Monitor Extension key .....	12
	LED Indicator .....	13
●●●	Intercom and Push-to-Talk .....	13
	Using Push-to-Talk .....	14
	Placing an Intercom Call .....	14
●●●	Multicast Paging .....	14

**Regulatory Notices..... 15**

	Service Agreements .....	15
	Limitations of Liability .....	15
	Safety Instructions .....	15

## Configuration Methods

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There are two ways to configure Yealink SIP IP phones.

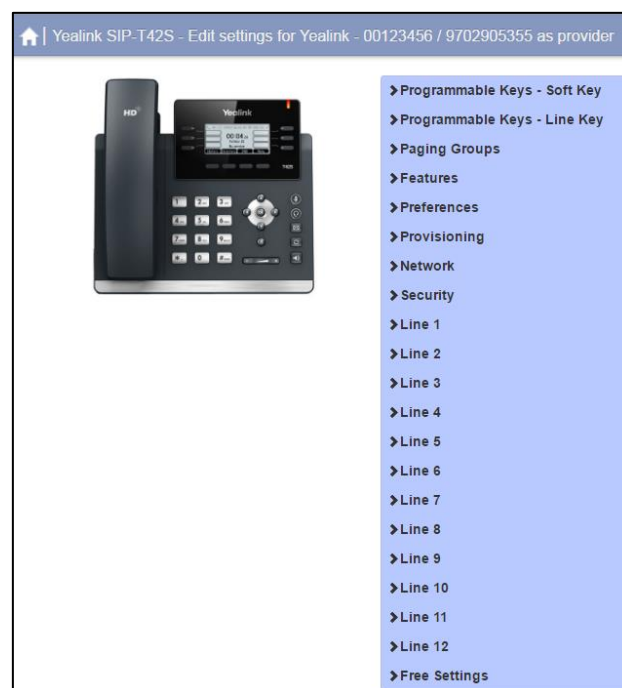
- **Phone user interface:** if you want to deploy a small number of phones, you can configure IP phones one by one via phone user interface.
- **CommPortal Phone Configurator:** if you want to deploy a mass of IP phones, you can configure IP phones via CommPortal phone configurator.

### ●●● Phone User Interface

The phone user interface is made up of keypad and LCD screen, allowing users to perform all call operations and change basic configuration settings directly on the phone.

### ●● CommPortal Phone Configurator

The CommPortal Phone Configurator is an online graphical user interface for the Metaview SIP provisioning server. You can configure the phone by using this simple and intuitive interface.



CommPortal Phone Configurator



## Customizing Your Phone

### ●●● Directory

The directory provides easy access to frequently used lists. The lists may contain Local Directory, History, Network Contacts and Network Call List.

#### Note

If Network Contacts and Network Call List are not configured in advance, you cannot see them on the phone user interface.

Not all phones support Network Contacts and Network Call List.

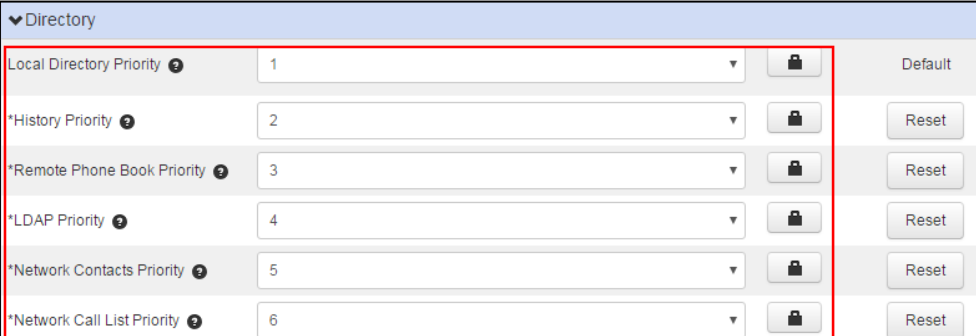
You cannot configure Directory via CommPortal phone configurator for CP960 IP phones.

### ●●● Configuring the Display Priority of the Directory

You can configure the display priority of your directory.

**To configure the display priority of directory via CommPortal phone configurator:**

1. Click **Features->Directory**
2. Select the desired priority for Local Directory, History, Network Contacts and Network Call List.
  - 1 is the highest priority and 6 is the lowest priority. The location of the selected list is displayed according to this priority when user presses the **Directory** soft key.
  - If the priority is set to **Disabled**, the selected list is not displayed when user presses the **Directory** soft key.



▼ Directory		
Local Directory Priority ⓘ	1	Default
*History Priority ⓘ	2	Reset
*Remote Phone Book Priority ⓘ	3	Reset
*LDAP Priority ⓘ	4	Reset
*Network Contacts Priority ⓘ	5	Reset
*Network Call List Priority ⓘ	6	Reset

3. Click **Save changes** to accept the change.

## ●●● Viewing the Directory on the Phone

To view the directory via phone user interface:

1. Press the **Directory** soft key when the phone is idle.

The enabled list(s) will be ordered from highest priority to lowest.



## Key Features

You can assign the following features to your line keys. Some features may vary in different phone models.

Automatic Call Back	Enhanced Monitor Extension
Automatic Recall	Group Pickup
Directed Pickup	Speed Dial
Directory	History
DND	Network Contacts

## ●●● Automatic Call Back

This feature allows the user, after making a call and experiencing a busy signal, to queue a callback request when that line is free.

**Dependencies:** *Soft key action (Automatic Call Back)*

***Line** (the account this feature will be applied to)*

***Access code** (the automatic call back access code)*

***Label** (key label displayed on the LCD screen)*

**Usage:** Press the DSS key to queue a callback request for the busy number you last dialed, and then the phone will automatically call back when the line is free.

## ●●● Automatic Recall

This feature allows the user to find the number of the last received call, and return a call to that number.

**Dependencies:** *Soft key action (Automatic Recall)*

***Line** (the account this feature will be applied to)*

***Access code** (the automatic recall access code)*

***Label** (key label displayed on the LCD screen)*

**Usage:** Press the DSS key to place a call to the last received call.

## Directed Pickup

You can use this key feature to answer someone else's incoming call on the phone. For more information, refer to Directed Pickup on page 13.

**Dependencies:** *Soft key action (Directed Pickup)*

*Line (the account this feature will be applied to)*

*Access Code (the directed pickup access code)*

*Extension (the target phone number)*

*Label (key label displayed on the LCD screen)*

**Usage:** Press the DSS key on your phone when the target phone number receives an incoming call. The call is then answered on your phone.

## Group Pickup

You can use this key feature to pick up incoming calls within a pre-defined group of phone numbers. For more information, refer to Group Pickup on page 14.

**Dependencies:** *Soft key action (Group Pickup)*

*Line (the account this feature will be applied to)*

*Access Code (the group pickup access code)*

*Label (key label displayed on the LCD screen)*

**Usage:** Press the DSS key on your phone when a phone number in the group receives an incoming call. The call is answered on your phone.

## Directory

You can use this key feature to easily access frequently used lists.

**Dependencies:** *Soft key action (Directory)*

*Label (key label displayed on the LCD screen)*

**Usage:** Press the DSS key to immediately access to frequently used lists.

### Note

The DSS key performs the same function as the Directory soft key when the phone is idle.

## DND (Do Not Disturb)

You can use this key feature to activate or deactivate the DND mode. You can also use this key feature to access the custom DND screen. For more information, refer to Do Not Disturb on page 10.

**Dependencies:** *Soft key action (DND)*

*Label (key label displayed on the LCD screen)*

**Usage:**

When DND is in phone mode:

1. Press the DSS key to activate DND.
2. Press the DSS key again to deactivate DND.

When DND is in custom mode:

1. Press the DSS key to access the custom DND screen. You can activate or deactivate DND for one or all accounts.

**Note**

When DND is activated, the DND key LED will illuminate solid green, and the incoming calls will be rejected automatically.

## ●● Enhanced Monitor Extension

You can use this key feature to monitor a specific line for status changes on the phone.

You can press an enhanced monitor extension key to dial out the monitored phone number when the monitored line is idle. You can receive a visual or/and an audio alert (if enabled), and also pick up calls that are received on the monitored line. For more information, refer to Enhanced Monitor Extension on page 15.

**Dependencies:** *Soft key action (Enhanced Monitor Extension)*

***Line** (the account this feature will be applied to)*

***Extension** (the extension you want to monitor)*

***Label** (key label displayed on the LCD screen)*

## ●●● Speed Dial

You can use this key feature to speed up dialing the numbers frequently used or hard to remember.

**Dependencies:** *Soft key action (Speed Dial)*

***Line** (the account this feature will be applied to)*

***Label** (key label displayed on the LCD screen)*

***Number** (the number you want to dial out)*

**Usage:** Press the DSS key to dial out the number specified in the **Number** field, using the account selected from the **Line** field.

## ●● Network Contacts

You can use this key feature to quickly access network contacts.

**Dependencies:** *Soft key action (Log Out)*

***Label** (key label displayed on the LCD screen)*

## History

You can use this key feature to quickly access network call lists.

**Dependencies:** *Soft key action (History)*

*Label (key label displayed on the LCD screen)*

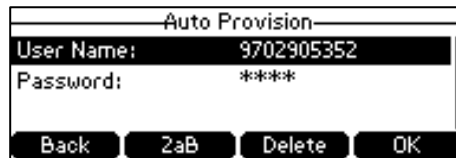
## Zero Touch

If you change the parameter settings on the CommPortal phone configurator, you can press the zero touch key (if configured) to quickly perform auto provisioning to apply the changes to your phone.

## Triggering Auto Provisioning via Zero Touch

**To trigger auto provisioning via zero touch:**

1. Press the Zero Touch key when the phone is idle.  
The LCD screen prompts "Update now? 5s".
2. Press the **OK** soft key.
3. Press the **Next** soft key skip network settings.



Auto Provision	
User Name:	9702905352
Password:	****
Back    ZaB    Delete    OK	

4. Enter valid provisioning credential, and then press the **OK** soft key.
5. Press the **OK** soft key.  
The phone reboots and download configurations from the CommPortal phone configurator.

## Basic Call Features

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The SIP IP phone is designed to be easily used like a regular phone on a public switched telephone network (PSTN). You can place calls, answer calls, transfer a call to someone else, or conduct a conference call.

Most features on the phones are intuitive. So this chapter only provides the detailed instructions about a few features that may not be so intuitive. Topics include:

- Do Not Disturb
- Transferring Calls
- Local Conference Call
- Call Park and Call Retrieve
- Directed Pickup
- Group Pickup

If you require additional information or assistance with your new phone, contact your system administrator.

### ●● Do Not Disturb

You can use DND to reject incoming calls automatically on the phone. The prompt message "**n New Missed Call(s)**" ("n" indicates the number of missed calls) will appear on the LCD screen, and callers will receive a busy message. All calls you receive while DND is enabled are logged to your missed calls list.

## ●● Activating DND for a Specific Account

**To activate DND for a specific account:**

1. Press the **DND** soft key when the phone is idle.  
The LCD screen displays a list of accounts registered on the phone.
2. Enable DND for the desired account.
3. Press the **Save** soft key to accept the change.

## ●● Activating DND for All Accounts

**To activate DND for all accounts:**

1. Press the **DND** soft key when the phone is idle.  
The LCD screen displays a list of accounts registered on the phone.
2. Press the **All On** soft key to activate DND for all accounts.
3. Press the **Save** soft key to accept the change.

## ●●● Transferring Calls

During a call, you can transfer the call to another contact in one of three ways:

- **Blind Transfer:** Transfer a call directly to the third party without consulting.
- **Semi-Attended Transfer:** Transfer a call when receiving ringback.
- **Attended Transfer (Consultative Transfer):** Transfer a call with prior consulting.

## ●●● Performing a Blind Transfer

You can transfer calls to other contacts immediately without consulting with them first.

**To perform a blind transfer:**

1. Press the **Transfer** soft key during a call.
2. Enter the number you want to transfer the call to.
3. Press the **Transfer** soft key to complete the transfer.

## ●●● Performing a Semi-Attended/Attended Transfer

You can transfer calls to other contacts immediately when receiving ringback or after consulting with them first.

**To perform a semi-attended transfer:**

1. Press the **Transfer** soft key during a call.
2. Do one of the following:
  - Enter the number you want to transfer the call to.
  - Press the **Directory** soft key to select the desired contact.
3. Press the OK key or **Send**.
4. Do one of the following:
  - When you hear the ringback tone, press the **Transfer** soft key to finish a semi-attended transfer.
  - After the contact answers the call, press the **Transfer** soft key to finish an attended transfer.

## ●● Local Conference Call

### ●● Setting Up a Local Conference Call

The IP phones support three-way (including yourself) conference call.

**To set up a conference call:**

1. Place a call to the first party.
2. When the first party answers the call, press the **Conference (Conf)** soft key to place a new call.

The active call is placed on hold.
3. Enter the number of the second party and press the **Send** soft key.
4. When the second party answers the call, press the **Conference (Conf)** soft key again to join all parties in the conference.

### ●● Joining Two Calls in a Conference

You can select a hold call to join into a conference call with the active call.

**To join two calls in a conference:**

1. Place two or more calls using the same or different accounts on the phone.
2. Select the call for a conference and ensure that the call is active.
3. Press the **Conference (Conf)** soft key.
4. Select the desired hold call, and then press the **Send** soft key.



## ●●● Call Park and Call Retrieve

You can use this feature to park a call, and then retrieve the call either from your phone or another phone. After you park a call, the call is placed on hold, you can continue the conversation after retrieving it.

IP phone supports park call and enhanced park call.

- Park call feature, the server will automatically hunt for the first available orbit in the call park orbits and parks the call there. The call park orbits should be predefined, contact your system administrator for more information.
- Enhanced park call feature, you should specify a target orbit where you want to park the call to.

## ●●● Parking a Call

### To park a call on the phone:

1. During a call, do one of the following:
  - If you press the park call key:

When the call is parked successfully, you will hear a voice prompt informing you of the extension where the call is parked.

Press the **Transfer** soft key to complete the park.
  - If you press the enhanced park call key:

The call will be parked to the orbit you designated in the Park Orbit field.

## ●●● Retrieving a Call

### To retrieve a call on the phone:

Dial the call park retrieve code followed by the target orbit (for example: \*302100) or press the retrieve parked call key to retrieve the parked call.

#### Note

If the parked call is not retrieved within a period of time assigned by the system, the phone performing call park will receive a call back.

## ●●● Directed Pickup

Directed call pickup is used for picking up an incoming call on a specific extension. You can answer a call that rings on a specific phone. If there are multiple incoming calls on the phone at the same time, you can only pick up the first incoming call.

#### Note

You cannot configure call pickup feature via CommPortal phone configurator for W60B/W80B phones.

## ●●● Picking up a Call

When the target number (for example: 9702981675) receives an incoming call, you can dial the directed pickup code followed by the target number (for example: \*129702981675) or press the directed pickup key (if configured) to pick up the parked call directly.

## ●●● Group Pickup

Group call pickup is used for picking up incoming calls within a pre-defined group. When any phone within a predefined group of phones receives an incoming call, you can pick up that call easily on the phone.

**Note**

You cannot configure call pickup feature via CommPortal phone configurator for W60B/W80B phones.

## ●●● Picking up a Call for a Group

When a phone in the predefined group receives an incoming call, you can dial the group pickup code (for example: \*11) or press the group pickup key to pick up the call directly. The call will be answered on your phone.

## Advanced Phone Features

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This chapter provides operating instructions for most of the advanced features of the IP phone. Topics include:

- Enhanced Monitor Extension
- Intercom and Push-to-Talk
- Multicast Paging

### ●● Enhanced Monitor Extension

You can use enhanced monitor extension feature to monitor a specific line for status changes on the phone.

**Note**

Enhanced monitor extension feature is not applicable to SIP-T19(P) E2, CP920, SIP-T56A, SIP-T58A/V, W60B, and W80B phones.

## ●●● LED Indicator

The following table shows the LED indicator associated with the line you are monitoring.

LED Status	Description
Solid green	The monitored user is idle.
Fast flashing red (200ms)	The monitored user receives an incoming call.
Solid red	The monitored user is busy. The monitored user's conversation is placed on hold (This LED status requires server support).
Slow flashing red (1s)	The call is parked against the monitored user's phone number.
Off	The monitored user does not exist.

## ●●● Intercom and Push-to-Talk

Intercom is a useful feature in an office environment to quickly connect with the operator or the secretary. You can short press the Intercom/PTT key to automatically connect with a pre-configured target extension for outgoing intercom calls, and the target extension will automatically answer incoming intercom calls by default.

Push-to-talk is a variant of Intercom, you need to press and hold the Intercom/PTT key during the push-to-talk call. As soon as the key is released, the push-to-talk call is disconnected.

### Note

You cannot configure Intercom and Push-to-Talk via CommPortal phone configurator for SIP-T19(P) E2/W80B phones.

## ●●● Using Push-to-Talk

### To use push-to-talk on the phone:

1. Long press the Intercom/PTT key for 1.5 seconds when the phone is idle.  
The called destination plays a warning tone and automatically answers the call in the speakerphone mode by default.
2. Keep pressing the Intercom/PTT key during the push-to-talk call.
3. To end the push-to-talk call, release the Intercom/PTT key.

## ●●● Placing an Intercom Call

### To place an Intercom call on the phone:

1. Short press the Intercom/PTT key when the phone is idle.  
The called destination plays a warning tone and automatically answers the call in the speakerphone mode by default.
2. To end the intercom call, press the Intercom/PTT key again or the **EndCall** soft key.

## ●●● Multicast Paging

You can use multicast paging to quickly and easily broadcast time-sensitive announcements to users who are listening to a specific multicast group.

### Note

You cannot configure multicast paging via CommPortal phone configurator for SIP-T19(P) E2, and W60B/W80B phones.

## Regulatory Notices

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### Service Agreements

Contact your Yealink Authorized Reseller for information on service agreements applicable to your product.

### Limitations of Liability

TO THE FULL EXTENT ALLOWED BY LAW, YEALINK EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF YEALINK OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT YEALINK'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

### Safety Instructions

**Save these instructions. Read these safety instructions before use!**

The following basic safety precautions should always be followed to reduce the risk of fire, electrical shock, and other personal injury.



#### **General Requirements**

- Before you install and use the device, read the safety instructions carefully and observe the situation during operation.
- During the process of storage, transportation, and operation, please always keep the device dry and clean.
- During the process of storage, transportation, and operation, please avoid collision and crash of the device.
- Please do not attempt to dismantle the device by yourself. In case of any discrepancy, please contact the appointed maintenance center for repair.
- Without prior written consent, no organization or individual is permitted to make any change to the structure or the safety design of the device. Yealink is under no circumstances liable to consequences or legal issues caused by such changes.
- Please refer to the relevant laws and statutes while using the device. Legal rights of others should also be respected as well.

**Environmental Requirements**

- Place the device at a well-ventilated place. Do not expose the device under direct sunlight.
- Keep the device dry and free of dust.
- Place the device on a stable and level platform.
- Please do not place heavy objects on the device in case of damage and deformation caused by the heavy load.
- Keep at least 10 cm between the device and the closest object for heat dissipation.
- Do not place the device on or near any inflammable or fire-vulnerable object, such as rubber-made materials.
- Keep the device away from any heat source or bare fire, such as a candle or an electric heater.
- Keep the device away from any household appliance with a strong magnetic field or electromagnetic field, such as a microwave oven or a refrigerator.

**Operating Requirements**

- Do not let a child operate the device without guidance.
- Do not let a child play with the device or any accessory in case of accidental swallowing.
- Please only use the accessories provided or authorized by the manufacturer.
- The power supply of the device must meet the requirements of the input voltage of the device. Please use the provided surge protection power socket only.
- Before plugging or unplugging any cable, make sure that your hands are completely dry.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, kitchen sink, wet basement or near a swimming pool.
- Do not tread on, pull, or over-bend any cable in case of malfunction of the device.
- During a thunderstorm, stop using the device and disconnect it from the power supply. Unplug the power plug and the Asymmetric Digital Subscriber Line (ADSL) twisted pair (the radio frequency cable) to avoid lightning strike.
- If the device is left unused for a rather long time, disconnect it from the power supply and unplug the power plug.
- When there is smoke emitted from the device, or some abnormal noise or smell, disconnect the device from the power supply, and unplug the power plug immediately. Contact the specified maintenance center for repair.
- Do not insert any object into equipment slots that are not part of the product or auxiliary product.
- Before connecting a cable, connect the grounding cable of the device first. Do not disconnect the grounding cable until you have disconnected all other cables.

**Cleaning Requirements**

- Before cleaning the device, stop using it and disconnect it from the power supply.
- Use a piece of soft, dry and anti-static cloth to clean the device.

- Keep the power plug clean and dry. Using a dirty or wet power plug may lead to electric shock or other perils.